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Report 1995/96

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South Carolina State Library
Annual Accountability Report
FY 95-96

S. C. STATE LIBRARY
MAY 23 1997
STATE DOCUMENTS

MISSION:

The South Carolina State Library's mission is to improve library services throughout the state and to ensure all citizens access to libraries and information resources adequate to meet their needs. The State Library supports libraries in meeting the informational, educational, cultural, and recreational needs of the people of South Carolina.

PROGRAM: Library Services

Program Goal:

To provide informational services to the people of South Carolina through their libraries, to the General Assembly, and to state government employees by responding to requests for information and developing a collection of library materials.

Program Objectives:

To increase use of the State Library's collection by state government agencies by 5%. To increase use of the State Library's collection by libraries by 5%. To evaluate newly published materials and add approximately 40,000 items to the collection.

Performance Measures:

Workload:

• Number of state government research inquiries answered	25,103	
• Number of materials loaned to libraries	32,442	
• Number of materials loaned to state agencies	50,845	
• Number of pages of photocopy supplied	24,725	
• Number of materials handled by staff for loan	415,306	
• Number of materials added to collection	38,287	
• Number of visits to State Library Home Page	9,170	(6 months)

Efficiency:

• Cost per state government research inquiry	\$3.88
• Cost per state government loan transaction	\$0.40
• Value of information provided to state government agencies	\$2.27 million
• Cost per interlibrary loan transaction	\$1.01
• Value of information provided to citizens through their libraries	\$1.45 million

Outcomes:

• Decrease in research inquiries answered	8.6%
• Decrease in state government loan transactions	0.8%
• Decrease in interlibrary loan transactions	35.1%
• Decrease in materials added to the collection	9.1%

NOTE: Budget reductions caused State Library to charge for Interlibrary Loan Service which resulted in reductions in use by libraries. Budget reductions also reduced State Library's budget for library materials. New workload indicator, visits to State Library's Home Page, reflects new means to access State Library resources.

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PROGRAM: Library Development

Program Goal:

To provide technical assistance and support for the development and improvement of public and institutional library services statewide.

Program Objectives:

To serve as resource for public and institutional libraries. To administer state and federal grant programs. To provide continuing education opportunities.

Performance Measures:

Workload:

• Number of consultations	3,020	
• Number of federal grants administered	67	(\$400,625)
• Number of state grants administered	39	(\$4,371,028)
• Number of continuing education opportunities provided	42	
• Number participating in continuing education	1,066	
• Number of children participating in summer reading program	57,092	

Efficiency:

• Cost of consultant services per public library user	0.08
• Cost per child joining statewide summer reading program	0.33
• Cost to administer state grants	\$289.51
• Cost to administer federal grants	\$233.42

Outcomes:

• Number of participants in continuing education	49.9%
• Number of participants in summer reading program	10.2%
• Public library systems receiving state grants	100%
• Public library systems receiving federal grants	84.6%

NOTE: Children's summer reading club participation level was at highest level yet, an increase of 10.2%. Number of consultations involved using entire State Library staff, not just those classified as consultants. This "Team State Library" approach has been highly successful. Number of federal grants administered and total grant funding less due to late receipt of funds because of Congressional delays in passing appropriations bills.

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PROGRAM: Blind and Physically Handicapped

Program Goal:

To provide free library services statewide to those individuals unable to read standard print due to a visual or physical handicap.

Program Objectives:

To increase by 5% the number of new readers registered for service. To increase by 5% the number of items loaned. To increase the use of volunteers by 10%. To respond to requests for information on service in a timely and appropriate manner (speeches, correspondence, tours, exhibits, etc.).

Performance Measures:

Workload:

• Number of new readers registered	1,247
• Number of readers, June 30, 1996	7,537
• Number of items processed for loan	267,921
• Number of volunteers	70
• Number of volunteer hours	2,388
• Number of promotional opportunities	37
• Number of materials in the collection	303,312
• Number of materials added	29,772
• Number of In-WATS telephone calls received	15,191
• Number of in-house patron visits	1,198
• Number of audio playback equipment in inventory	10,315

Efficiency:

• Cost per patron served	\$86.52
• Cost of materials processed for loan	\$0.20
• Cost per audio playback inventories	\$2.53
• Value of volunteer hours	\$31,562

Outcomes:

• Increase in number of readers, June 30, 1996	4.1%
• Increase in number of new readers	5.5%
• Change in number of volunteers	0%
• Decrease in volunteer hours	3.1%
• Change in promotional opportunities	0%
• Decrease in materials loaned	1.8%

NOTE: Value of volunteer time was equivalent of two FTE library technical assistants.

SOUTH CAROLINA STATE LIBRARY



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